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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. AUS920010948US1
 Assistant Commissioner for Patents
 Washington, D.C. 20231

Date: 11/3/01

J1050 U.S. PTO
 10/30/21
 12/03/01
 828500/01

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

MICHAEL WAYNE BROWN, DAVID R. CHENG, WING-YING STEPHANIE LEUNG, FOLU
 OKUNSEINDE, MICHAEL A. PAOLINI, SEEMA SHETH-VOSS AND SCOTT LEE WINTERS

For: EXPERT HOLD QUEUE MANAGEMENT

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

☒ 23 Pages of Specification including an Abstract
☒ 8 Pages of Claims
☒ 6 Sheet(s) of Drawings (INFORMAL)
☒ 4 Declarations and Power of Attorney
☒ 1 Assignment of the invention to IBM Corporation
☒ Recordation Form Cover sheet, Form PTO-1595
☒ Information Disclosure Statement, PTO 1449 and References 21

CLAIMS AS FILED

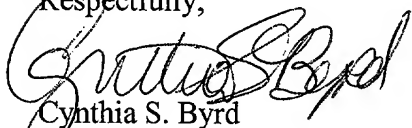
FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	20	-20 =	X \$18	= \$0.00
Independent Claims	6	3 = 3	X \$ 84	= \$252.00 (252.00)
Multiple Dependent Claims	0		X \$280	= \$
Total Filing Fee				= \$992.00

☒ Please charge \$ 992.00 to IBM Corporation, Deposit Account No. 09-0447.

☒ The Commissioner is hereby authorized to charge payment of the following fees
 associated with the communication or credit any over payment to IBM Corporation,
 Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.

☒ Any additional filing fees required under 37CFR § 1.16.☒ Any patent application processing fees under 37CFR § 1.17.

Respectfully,



Cynthia S. Byrd

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Intellectual Property Law Dept.

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